



Drive relentless performance and service



Our commitments

- We will continue to drive improvements to meet stretching targets set for our performance incentives. [ODI]
- We are proposing new incentives on NTS Shrinkage and Greenhouse Gas Emissions, to reduce our impact on customer bills and on the environment. [ODI]

How we will deliver

- We will retain the current RIIO-T2 incentives in agreement with Ofgem, covering Customer Satisfaction, Demand Forecasting (D-1), Maintenance, Capacity Constraint Management, Greenhouse Gas Compressor Emissions and Residual Balancing as set out in Ofgem's framework decision.
- To continue to drive improvement, we are proposing tougher standards or targets in the following areas: Greenhouse Gas Compressor Emissions, Customer Satisfaction and the Maintenance incentive. In addition, Demand Forecasting (D-1) and Capacity Constraint Management are more stringent, when you consider the change in the operating environment we now face and adjustments to the scheme design.

Collaboration

- Our incentives are developed with our stakeholders. We collaborate with the industry to understand where they think we should be incentivised to deliver excellent performance, in turn benefitting their own sectors.

Stakeholder engagement

- We have consulted on incentive arrangements through our own stakeholder engagement and through working sessions with Ofgem to ensure they remain ambitious, reflect the changing landscape we are operating within, our unique role, and deliver the intended consumer value.
- Our stakeholders have told us that our proposed incentives drive the right behaviour and are valuable to them. They have specifically told us that they would like us to increase our focus on reducing our environmental impact.

Consumer value and additionality

- Financial and reputational Output Delivery Incentives (ODIs) drive service improvements, either increasing our capabilities or reducing costs, both of which ultimately benefit consumers.
- We are proposing an ambitious incentive package that focuses on areas that matter the most to our customers and unlock greater value for now and into the future.
- We will deliver improvements going beyond what we delivered in RIIO-T2, through tougher targets and new incentives.

Guide to our plan

- NGT_A10_System Operator Annex_RIIO_GT3
- Stakeholder consultation on our RIIO-GT3 incentives